



**REPORT TO: PORTCHESTER CREMATORIUM JOINT COMMITTEE -  
23 MARCH 2020**

**REPORT BY: THE CLERK TO THE JOINT COMMITTEE  
and THE MANAGER AND REGISTRAR**

**PORTCHESTER CREMATORIUM –  
FEDERATION OF BURIAL AND CREMATION AUTHORITES INSPECTION**

1. The Federation of Burial and Cremation Authorities (FBCA) undertook an inspection of the Crematorium on Thursday 12 December 2019, as part of its new inspection scheme to ensure standards of quality are maintained by crematoria.
2. The purpose of the scheme is to provide the operator of the crematorium with confidence that it met the national standards laid down by the Federation through its Code of Cremation Practice. As part of this new Inspection Scheme, all 290 crematoria across the UK will be inspected once every 5 years.
3. The FBCA's inspection report was recently received and whilst the vast majority of the national recommendations and guidance are being met, the following recommendations have been made, together with a short commentary on action taken (or to be taken) –

	<b>FBCA Recommendation</b>	<b>Action Taken (or to be taken)</b>
1	Investigate providing guided tours, to further promote an understanding and confidence in the crematorium.	Tours have been provided in the past for interested groups that have contacted the Crematorium to request it, although we do not advertise them. Open days to be considered.
2	Adopt a contingency plan for cremator failure, including agreement with neighbouring crematoria to take cremations.	Portchester currently has 5 cremators that are operational. The possibility of complete failure, whilst recognised in the Crematorium's Business Continuity Plan, will now look to be included as an agreement with neighbouring crematoria.
3	Improve crematory security during working hours	Action is currently being taken to ensure that doors are kept closed and secure, including a review of access security and circulation throughout the crematorium site.
4	Ashes should be kept in a secure storeroom with no unauthorised access	Now kept in a secure storeroom.

	<b>FBCA Recommendation</b>	<b>Action Taken (or to be taken)</b>
5	The process for the release of cremated remains should be reviewed to ensure any changes are written legibly and any changes should be signed and dated by the officer making them.	Staff will be briefed/updated on the outcome of the FBCA Inspection and requirements in admin procedures to sign and date changes/amendments.
6	Investigate the provision of further taps in the grounds.	This has been picked up in the improvement works to the Book of Remembrance Room.
7	The cremation authority should investigate processes for consulting with key service users (consultation with funeral directors) to ensure that services are meeting client's needs and that there is a process in place to obtain customer and client feedback.	The Crematorium to investigate processes for consulting service users and obtaining feedback.
8	The cremation authority should investigate the provision of a sign to ensure families are aware of the removal policy for wreaths and flowers	This will be picked up in the overall review of signage across the Crematorium site and gardens.

**RECOMMENDED that the report and action taken be noted.**

*John Haskell*  
Clerk to the Joint Committee

*Victoria Hatton*  
Manager & Registrar

**Background List of Documents –  
Section 100D of the Local Government Act 1972:**  
*FBCA Report of Compliance Inspector*

JH/me  
10 March 2020